Daisy Crouch

(765) 520-5660 | dmcrouch101@gmail.com | Mt Summit, IN 47361

OBJECTIVE

Dedicated professional with proven performance in management, leadership and communication. Detail-oriented in problem-solving and planning. Ready to make an immediate contribution to your organization.

SKILLS

- Analytical And Methodical
- Apple IOS
- Behavior Management
- Call Center Operations
- Checking Product Quality
- Client Rapport-Building
- Component Installations
- Configuring Devices
- Creative Issue Resolution
- Customer Communication And Empathy
- Customer Needs Assessments
- De-Escalation Techniques
- Defect Analysis And Resolution
- Friendly And Patient
- Inventory Procedure Documentation
- Final Product Testing
- Food Safety
- Graphic Design
- Hand-Eye Coordination
- Hardware Evaluation
- Incoming Call Management
- Issue And Resolution Tracking
- Mac Systems
- Organizational Skills
- Performance Assessment
- Preparing Boxes
- Process Compliance
- Remote Technical Support
- Resolving Problems And Incidents
- Responding To Technical Questions
- Social Perceptiveness
- Software Diagnosis
- Software Evaluation
- Team Leadership And Coordination
- Technical Troubleshooting
- Training Junior Team Members
- Training Material Development
- Tracking And Documentation
- User Support And Troubleshooting
- Voice And Data Service Migration

EXPERIENCE

Department of Family Resources (New Castle, IN) - *Eligibility Specialist*

DECEMBER 2022 - PRESENT

Contracted Worker with Knowledge Services (First 180 Days) & currently with Maximus

- Accurately applies eligibility rules and regulations when evaluating information submitted by clients in support of initial or continuing eligibility determination.
- Complies with all HIPPA privacy regulations as set forth by all applicable laws or policies set in place by the State or the company to protect client privacy.
- Checks various system interfaces and exchanges to verify client information.
- Assist in answering all in-coming phone calls from customers.
- Attends meetings and training as requested and maintains an up-to-date knowledge of all programs and systems.
- Make outbound contact with clients to clarify eligibility information when necessary.
- Displays excellent communication skills, and an understanding of human behavior to establish an atmosphere in which all contacts are positive.
- Explains program eligibility requirements, rules, regulations, in a way that is easy for clients to understand.
- May educate customers on basic program services and eligibility requirements.
- Meet Quality Assurance (QA) and other key performance metrics.
- Maintains updated knowledge of project and corporate policies and procedures.
- Verifying data, reviewing case information, and preparing it for case disposition by the State Eligibility Consultant.
- Reprocesses applications, including case repair, and missing information responses in an accurate and timely manner.
- Carefully review and input date from verification documents submitted by clients to ensure that all case relevant information shown on the documents is known to the case/system.
- Displays an ability to identify risk by escalating to management and routing technical issues to the appropriate staff.
- Meets all performance requirements associated with eligibility processes regularly.

Draper Inc (Spiceland, IN) - *Assembly Line Worker*

SEPTEMBER 2021 - OCTOBER 2022

- Excelled in all of the following job positions: Seamer / Assembler / Tester / Packer
- Calibrated machines and assembly equipment to optimize productivity and prevent malfunctions.
- Stored products and materials in correct locations to reduce item losses.
- Cleaned work stations and floors to prevent dirt, grime and dust buildup.

- Performed quality assurance tests on products for conformance with specifications.
- Disposed of excess materials and waste to keep workspaces organized.
- Weighed and measured materials to create uniform products.
- Packaged, labeled and sorted products to prepare items for delivery.
- Tracked company equipment inventories and notified supervisors of shortages.
- Reported damaged and defective products to supervisor.
- Regularly packed and handled boxes weighing up to 75lbs
- Experience with stacking items onto pallets, with special attention to the stability of the stacked product
- Performed quality checks on products and parts.
- Reviewed work orders and blueprints to meet product specifications.
- Maintained production equipment and machinery.
- Communicated team production level to management.
- Finished products and prepared them for shipment.

Concentrix (Daleville, IN) - *Senior Technical Support Advisor*

DECEMBER 2017 - SEPTEMBER 2021

- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Developed training materials and procedures, and trained users in proper use of hardware and software.
- Maintained records of daily data communication transactions, problems and remedial actions taken and installation activities.
- Referred major hardware and software problems and defective products to vendors and technicians for service.
- Strong ability to systematically troubleshoot multiple technological devices (computers, phones, and other small electronics)
- Experience working as part of the training team in roles such as “Mentor” and “Nesting Coach”
- Empowered by the client as customer service supervisor
- Make decisions about customer service coverage codes
- Ability to rapidly learn to operate new software and hardware
- Typing Speeds at 80+ words per minute
- Proficient Graphic & Web Design skills

Aramark (New Castle, IN) *- Kitchen Supervisor*

APRIL 2017 - DECEMBER 2017

- Experience working at a correctional facility (New Castle Correctional Facility)
- Trained at the Corrections Training Institute
- Behavioral management skills
- Supervisory position (in charge of Indiana Offenders)
- Managed special diets and allergies
- Ensure all offenders meet health and sanitation regulations
- Monitor offender behavior: experience calming hostile work attitudes
- Experience showing utmost vigilance to prevent theft
- Certify and record food temperatures
- Maintain Food Safety

Steak-N-Shake (New Castle, IN) *- Production Trainer*

MAY 2015 - APRIL 2017

- Active part of the management team
- Enforce completion of all side-work for all employees
- Ensure all health safety conditions are met in the Kitchen (temps, dates, cleanliness, etc)
- Capable of proficiently running every station in the store (Grill, Cashier, Drive-Thru, etc)
- Shift Leading (Capable of opening and closing drawers, and turning in bank deposits)
- Training of all Production Employees
- Putting in Truck Order, Checking Truck Order, Unloading/Stocking Walk-In & Dry Stock

Applebee's (Muncie, IN) *- Hostess*

DECEMBER 2015 - APRIL 2017

- Greeted patrons and coordinated table assignments to meet party preferences and requests.
- Managed telephone and internet take-out orders and coordinated hand-off for delivery orders with third-party drivers.
- Escorted guests to proper tables or offered open seating options in bar and patio areas.

- Helped bus tables and ran food patrons during high volume periods.
- Observed food handling and sanitation requirements to reduce risks.
- Conversed with members and guests in an outgoing and friendly manner.
- Monitored restaurant activity to determine seating and dining flow.
- Stocked service areas with supplies to deliver faster service to guests.
- Answered phone calls to take reservations and address guest questions and concerns.
- Presented positive first impression of establishment's high standards by delivering exceptional service.
- Informed guests of food and drink specials, fostering smooth handoff to service staff.
- Adhered to sanitation and safety control policies to protect the establishment and patrons.
- Observed guest needs throughout the dining experience, driving high-quality service.

Ball State Dining Services (Muncie, IN) - *Student Food Service Worker*

AUGUST 2014 - DECEMBER 2015

- Prepare food & serve customers in a 2,000 seat capacity facility
- Operate all kitchen equipment
- Organize, clean and sanitize work area
- Accept payments and reconcile cash drawer
- Follow health codes and rules
- Assignments with McKinley Grille, Boar's Head Deli, Bookmark Café and trained by Papa John's Corporate Manager for opening new store

Second Blessings (New Castle, IN) - *Retail Sales Associate*

FEBRUARY 2011 - AUGUST 2013

- Greet customers and ascertain customer clothing needs
- Recommend, select and help located merchandise
- Compute sale prices, total purchases and receive/process cash and credit payments
- Maintain records related to all sales
- Receive and process customer clothing for resale

EDUCATION

New Castle High School (Indiana) -
Core 40 Technical Honors Diploma
AUGUST 2009 - MAY 2013

Ball State University (Indiana) -
Telecommunications
AUGUST 2013 - AUGUST 2015

*Completed two years of coursework, diploma not yet acquired.

Indiana Wesleyan University (Indiana) -
Certificate in Digital Marketing Science
MAY 2023 - AUGUST 2023

*See attachments below

AWARDS

- Recipient of the Indiana Federation of Business and Professional Women Scholarship
- Recipient of the New Castle Noon Optimist Club Award for outstanding achievement in social studies.

INDIANA WESLEYAN UNIVERSITY

the TALENT LADDER powered by IWU

THE TALENT LADDER @ IWU

DIGITAL MARKETING SCIENCE

August 14, 2023

Indiana Wesleyan University

This document certifies that

Daisy Crouch

has successfully completed the Applied Business Science course with a concentration in Digital Marketing

CERTIFICATE AWARDED BY:

Kevin Wachtel

Executive Director Partnership Development and Operations

GREENfig *GreenFig partners with colleges, universities, and other education-focused organizations to deliver innovative programs that prepare learners for the demands of today's economy.*

Email Marketing Certified

Daisy Crouch

The bearer of this certificate is hereby deemed knowledgeable of building an email marketing strategy to build trust. They have been tested on best practices that focus on segmentation, high-performing email sends, outlining email design, and email deliverability, and can establish metrics to test, optimize, and improving their email marketing strategy.

Valid from: Aug 4 2023 - Sep 2 2025

Certification code: 581fff71c99b4b68898da4998eb91731

HubSpot Academy

CEO Yamini Rangan

To view web-based Certificate see the below link:

https://app.hubspot.com/academy/achievements/hzq3ktsh/en/1/daisy-crouch/email-marketing

Congratulations!

Google Ads Search Certification

Completed by Daisy Crouch on August 1, 2023

Google recognizes your mastery of the fundamentals of building and customizing effective Google Search campaigns.

Completion ID: 168433399 Expires: August 2, 2024

Google

Congratulations!

Google Analytics Certification

Completed by Daisy Crouch on August 3, 2023

Congratulations, you are now certified in Google Analytics.

Completion ID: 179353771 Expires: August 4, 2024

Google